

Values: The Anchor In the Storm



Is your business **growing so rapidly** that new people don't know the CORE principles that made your business a success?

Are leaders so busy that they **don't have time to monitor compliance** to Corporate Values & Ethics?

Are your leaders concerned that employees are **not putting customers' interests first**?

forming data...
sion, insurance, and PC...
all center satisfaction, according to t...
er Satisfaction Index, a study by CFI...
ges the methodology of the Univer...
rican **Customer Satisfaction** Inde...
f customer evaluations of the qual...
es available to household consume...
t scale—to conduct the Call C...
customers of call



Audience: **Leaders and/or Professionals**

Length: **½ day program**

Format: **Activities, Discussions, Action Planning**

Modules: **The Value of Values**

- Why Spend Time on Values?
- How do Values help us Personally?
- How can Corporate Values Help us at Work?

Values Value Chain

- The 4 steps to making Values Come Alive

Value Labels

- Your Company Values

Values Lingo: What are we Talking About?

- Value Interviews (Activity)
- Putting Values in your own Words (Activity)

Value Behaviors: Do's & Don'ts

- Corporate Values Case Studies
- Value Super Heroes (Activity)

Value Leadership

- Live it, Improve it, Track it: Best Practice Review
- Values in Action (Activity)

Customization: **This program is tailored based on your company's corporate values**

